



OFFICIAL STUDENT COMMUNICATION (RCTC Policy 2.15)

RCTC assigned student e-mail accounts shall be the College's official means of communication with all students. The college also retains the right to send official correspondence via traditional methods.

Part 1. Implementation

All students enrolled in credit bearing coursework will be assigned an official RCTC e-mail account. Official college communication shall be sent to this student e-mail account, including, but not limited to, notification of college-related activities (plays, concerts, student activities, sporting events, etc.) and actions (notification of probation, suspension, disciplinary action, etc.).

Part 2. Student Obligations

Implementation of this student e-mail policy places certain obligations on each student.

- a) Students understand they have been given a college e-mail account by virtue of attending RCTC.
- b) Students shall adhere to proper and appropriate use of e-mail in accordance with RCTC Student Conduct Policy 3.6.
- c) Students shall responsibly manage their e-mail account on a frequent and consistent basis (i.e. archiving attachments, deleting old messages, etc.).
- d) Students understand that the College will have to supplement electronic communication with traditional mail.

Part 3. College Obligations

Implementation of this student e-mail policy places certain obligations on the College and employees.

- a) The College will never lease or sell a student e-mail address to any advertisers and will take a pro-active approach to blocking unsolicited-bulk e-mail messages that could clutter a student's e-mail account.
- b) The College will provide access to computers with Internet capabilities on campus (e.g. open computer labs, LTC lab, Cyber Café, etc.).

Part 4. Forwarding of e-mail

The college will not automatically send or forward e-mail message to non-college accounts. Having e-mail lost because of forwarding does not absolve a student from the responsibilities associated with communication sent to his or her official college e-mail address. The College is not responsible for handling of e-mail by outside vendors or unofficial services.

Part 5. Course-related use of e-mail

Faculty may use a student's official college e-mail as a valid mechanism for communicating with a student, and faculty may use e-mail for communicating with students registered in their classes.

Part 6. Procedure

Persons wishing to send an e-mail broadcast message to student e-mail accounts shall submit their request to the Vice President of Student Affairs, or his/her designee. To ensure that the message goes out in a timely manner it is essential that the person requesting to send a broadcast forward their request at least ten days in advance.

Part 7. Privacy of e-mail

RCTC uses various methods to protect the security of its computer and network resources and of its users' accounts. Users should be aware that any electronic communications and data utilizing college-owned computer and network resources may be disclosed under the College, state, and federal laws and regulations or for appropriate college business needs.

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Part 6. Procedures

The Office of the Vice President of Student Affairs and Institutional Advancement is the keyholder of the official student email addresses. All items for student wide distribution must be submitted to the Administrative Assistant of Student Affairs according to the guidelines listed. The Office of the Vice President of Student Affairs has the right to deny requests based on these guidelines.

Part 7. Guidelines

The following guidelines must be followed when submitting requests for broadcast distribution to students. The intent of these procedures is not to restrict groups from contacting the students, but rather have them use methods of transmissions which do not strain the system and respect the desires of those who do not want unsolicited e-mail.

- Items must be submitted to the Administrative Assistant of Student Affairs
- Items must be submitted in electronic form
- The use of attachments is discouraged
- The use of web links will be strongly encouraged
- Requests must be received at least ten working days prior to the intended e-mail distribution date

Part 8. Management of Student Accounts

The Information Technology Department is responsible for the establishing of student email accounts. Accounts will be provided with 5 mb of storage space per student. Accounts will be active as long as a student is enrolled at RCTC. When students are within 10% of their mailbox quota, they will receive a system message notifying them that their mailbox is almost full. This advises them to delete some messages and warns that once their mailbox is full, all inbound messages will be returned to the sender with the following message (The user to whom this message was addressed has exceeded the allowed mailbox quota. Please resend the message at a later time.) There is a size limit of 2mb per message. To obtain your student e-mail address, go to eguide.roch.edu and search by last name or any of the other options.

Part 9. Examples of Appropriate Student Wide Distribution

- Communicating Student Life Activities and information
- Notification concerning students' change of course schedules (drop/adds), general petitions, withdrawals, and residency
- Notification of cancellation of registration
- Student aid processing issues and deadlines
- Academic Departmental information such as class changes, registration issues, new courses, job-opening listings and events
- New student information about academic support services and academic policies
- Payment deadlines and other business office/cashier information
- Surveys that are sanctioned for UCR/RCTC purposes

Part 10. Examples of Inappropriate Student Wide Distribution

- Information unrelated to UCR/RCTC business
- Solicitation
- Promoting political viewpoints
- Personal information
- Surveys that do not serve sanctioned UCR/RCTC purposes
- Messages containing confidential information such as course grades, financial aid award amounts, or tuition/fee payment amounts
- Emails that violate the Official Student Communication Policy.

Part 11. Monitoring of Communications

Rochester Community and Technical College officials will not monitor electronic mail as a routine matter, but it may do so to the extent permitted by law as the College deems necessary for purposes of maintaining the integrity and effective operation of the College's electronic mail systems.

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